Wärtsilä Advanced technical support provides you with dedicated expertise and a direct contact with your own technical support team to ensure reliable operation of your installation at all times.

Wärtsilä’s Technical Support offering is composed of two service level options: Core technical support and Advanced technical support. Anyone investing in Wärtsilä equipment automatically gets access to the Core level support which includes access to online up-to-date technical information and documentation. Technical support is available on the Core level through our TechRequest online services or by phone. Advanced technical support adds to these the services of a dedicated technical support team for a fixed yearly fee.

Your dedicated Wärtsilä team knows your installation in detail, and can help you to get optimised performance out of your Wärtsilä equipment. In order to understand the technical requirements and operating environment of your installation, planned site visits are done by dedicated support team. If agreed, and when connectivity enabled, team can also remotely access your installation’s operating data to speed up the resolution of the request.

GUARANTEED SERVICE
Wärtsilä Advanced technical support includes a guarantee that the resolution of your support requests (via TechRequest) is initiated at the latest within the next business day. A resolution plan will be presented if the case cannot be solved during the same day.

A DEDICATED TEAM OF EXPERTS
Wärtsilä Advanced technical support gives you the most responsive and professional technical support available, giving you direct personal access to a technical support team dedicated and assigned to your chosen installations. The team is put together on the basis of your requirements and offers a mix of competencies that matches your Wärtsilä equipment portfolio.

Key benefits
- Choose the best suitable service level
- Direct access to expertise in Wärtsilä team
- Dedicated technical support
- Priority for technical support, parts and field service
Wärtsilä Advanced technical support benefits

Preventing the unexpected
Dedicated support allows you to reduce risks, ensuring highest availability of your equipment.

Environmental efficiency
Readily accessible and highly knowledgeable support can help you minimize your environmental footprint and comply with regulations.

Optimal performance
Advice from your dedicated support team helps you to maintain optimal fuel and lube oil consumption and avoid environmental penalties or harm caused by unnecessarily stopped operation.

Minimised downtime
The dedicated support team personally know your technical environment, and are able to recommend technical solutions based on best available expertise.

Dedicated expertise
No need to worry about which specialist to find and where. Your dedicated support team’s expertise covers your equipment portfolio and also how the equipment optimally works together.

Easy to deal with
We are easy to reach through our online channels, by phone or via e-mail. Most of your requests are answered right away by your dedicated support team.

Help for your reporting needs
The online TechRequest tool enables efficient communication during the issue solving and provides case reports, all readable at the same place 24/7.
Wärtsilä Advanced technical support allows you to focus on your core business, providing you with the expertise you need.
Wärtsilä Advanced technical support gives you access to a dedicated service team, offering you priority service and a support guarantee. It ensures that your risks are minimised and you get access to the best possible level of personal service and expertise at all times.

### Technical Expert Support

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<th>CORE</th>
<th>ADVANCED</th>
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| Online technical support
  - Technical support via Online services
  - TechRequest or via phone
  - Access to technical information (e.g. Service bulletins, equipment manuals)
  - Access to a dedicated online community (Team Forum) |  |
| Dedicated technical support team
  - Proactive technical information updates
  - Planned site visit
  - Investigations at site and in laboratory when necessary
  - Proactive status updates regarding ongoing technical support activities
  - Case reporting with recommendations and briefing |  |
| Delivery guarantee
  - Resolution of support requests is initiated at the latest within the next business day.
  - Resolution plan will be presented if the case cannot be solved during the same day. |  |
| Priority
  - For technical support, spare parts and local Field services labour including workshop jobs |  |

### Optional Technical Support

- Site surveys upon customer request
- Physical connection to remote operational data
- Emergency support
Wärtsilä is a global leader in complete lifecycle power solutions for the marine and energy markets. By emphasising technological innovation and total efficiency, Wärtsilä maximises the environmental and economic performance of the vessels and power plants of its customers. Wärtsilä has approximately 18,900 employees in nearly 170 locations in 70 countries around the world. Wärtsilä is listed on the NASDAQ OMX Helsinki, Finland.

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